Curriculum Vitae

Marc Venci, Case Manager
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BACKGROUND

Mr. Venci is responsible for providing case management and administrative support to Dr. Zeller and Dr. Trepeck. He assists with the logistics and coordination of vehicle and scene inspections, testimony schedules, and maintenance of the case management system. Mr. Venci is organized, efficient, dependable, and committed to delivering outstanding customer service. With a positive attitude, he is always willing to help others to meet team goals. He has the proven ability to manage multiple responsibilities while maintaining a strong focus on quality and client satisfaction.

AREAS OF EXPERTISE

- Case Management
- Practice Panther Practice Management Software
- Microsoft Word, Excel, and PowerPoint
- Calendar Maintenance
- Customer Service
- Data Entry
- Data Cleaning
- Data Visualizations
- Data Analysis
- Records Maintenance

PROFESSIONAL LICENSES & CERTIFICATIONS

- Google Data Analytics Professional Certificate, July 2024

EDUCATION

- B.S., Psychology, Florida State University, Tallahassee, FL, 2023
- A.A., Psychology, Tallahassee Community College, Tallahassee, FL, 2021

PROFESSIONAL EXPERIENCE

2023 – Present | Quality Forensic Engineering, LLC | Case Manager, 2024 to present, Tallahassee, FL
| Administrative Assistant, 2023 to 2024, Tallahassee, FL

- Provide case management, scheduling, and support to an engineering team.
- Send and track status of client engagement letters, assign tasks to engineers, obtain and log materials, and obtain status of cases from clients.

- Keep track of team calendars and scheduling on the network, making sure scheduling conflicts are resolved in a timely manner.
- Work closely with clients on a daily basis, meeting client needs with a sense of urgency.
- Prepare files to be sent to clients and others and maintain forensic files, setting up new file records and filing materials, as needed.
- Conduct research, run reports, and accurately enter and double check data in the system.

2018 – 2023 | Tallahassee Pain & Weight Loss

| Senior Medical Biller/Data Entry Clerk, 2019 to 2023

- Used data entry skills to accurately document and input important forms into database.
- Learned how to implement Practice Fusion into medical practice.
- Learned how to use Chiro Touch to retrieve patient information.
- Learned how to use Canva to create a menu of services offered to patients.
- Reviewed patient records, identified medical codes, and created invoices for billing purposes.
- Prepared billing statements for patients and verified correct diagnostic coding.
- Filed, scanned, and updated patient information and medical records.
- Trained new employees on policies and procedures of our workplace.
- Answered anywhere from 5-10 requests daily from attorney offices in reference to patients account balances and records.
- Analyzed complex Explanation of Benefits forms to verify correct billing of insurance carriers.
- Accurately entered patient demographic and billing information into Practice Fusion.
- Communicated with insurance providers to resolve denied claims and resubmitted.
- Collected payments and applied to patient accounts.
- Verified insurance of patients to determine eligibility.
- Delivered timely and accurate charge submissions to insurance companies.
- Adhered to established standards to safeguard patients' health information.
- Created website for business and frequently updated it to reflect new promotions being offered.
- Generated monthly billing and posting reports for management review.
- Created improved filing system to maintain secure client data.

| Clerical Office Worker, 2018 to 2019

- Executed record filing system to improve document organization and management.
- Welcomed office visitors and alerted staff to arrivals of scheduled appointments.
- Completed clerical tasks such as filing, copying, and distributing mail.
- Maintained digital and physical files for projects, business records and customer accounts.
- Kept office equipment in good working order with routine maintenance like changing out cartridges and adding paper.
- Received, sorted and distributed incoming mail to staff members and coordinated outgoing parcels.
- Maintained and updated office records, both digital and physical.

- Managed daily data entry and kept clerical information accurate and up-to-date.

2023 | Keiser University

| Teacher's Assistant – Introduction to Psychology, Tallahassee, FL

- Assisted lead teachers with lesson plan creation and materials development.
- Graded up to 15 assignments weekly and reported individual progress to teacher.
- Entered grades from students' assignments into system.
- Provided individualized feedback on assignments to students.

| Teacher's Assistant – Lifespan & Human Development, Tallahassee, FL

- Graded up to 15 assignments weekly and reported individual progress to teacher.
- Entered grades from students' assignments into system.
- Provided individualized feedback on assignments to students.
- Collaborated with teachers for lesson preparation by preparing materials and setting up equipment.

HONORS AND AWARDS

- Florida Medallion Scholarship Recipient, 2019-2023

COURSEWORK/CONTINUING EDUCATION

- Excel Fundamentals for Data Analysis – Macquarie University
- Data Analyst Professional Certificate – Google

June 6, 2025